

Welcome! I'm Bob Spagnoletti, Attorney General for the District of Columbia, and it is my great pleasure to bring this electronic message to OAG employees and to the citizens of the District of Columbia to inform you of some of our most important initiatives.

In my message to you last fall, I reaffirmed OAG's commitment to diversity and a fair EEO process. Fulfilling one of my promises, OAG recently hired an Equal Employment Opportunity Director, Kim McDaniel, after a nationwide search and input from the unions. Ms. McDaniel's role is critical to the functioning of OAG. She will ensure that all OAG employees are afforded a fair and efficient EEO process whereby EEO-related complaints are handled in a timely fashion. You can expect an Office Order in the near future outlining the revised EEO complaint and investigation process in a way that improves its efficiency and reliability.

But the creation of the EEO office is just the first step. Consistent with my commitment to hiring and retaining a diverse legal and professional staff at OAG, the EEO office will also facilitate mandatory EEO and diversity training for all OAG managers and staff.

Diversity among the employees of this Office is what makes OAG so uniquely capable of not only handling all types of legal matters, but of also dealing with a broad spectrum of customers and clients. Whether OAG is representing the District in negotiations for a multi-million dollar baseball stadium, or representing a parent seeking child support, each and every individual and organization with whom we interact should be treated with the

same respect, consideration and professionalism. Each OAG customer and client deserves nothing short of our best customer service.

As I'm sure you all know, Mayor Williams has established rigorous standards for customer service throughout the District government. Every agency is tested on a quarterly basis to ensure that the telephones are being staffed and answered properly, that each employee has an appropriate voicemail message, that e-mails and written correspondence are responded to, and that those individuals who meet and greet the public act with the highest degree of care and proficiency.

To be candid, over the past few years, OAG has struggled to meet the Mayor's guidelines. For a number of reasons not entirely attributable to staff efforts, we were consistently challenged in our ability to meet each of the Mayor's standards. While I'm happy to report that we improved our performance in 2005, we still have a long way to go. It is my goal to rank among the top third of all agencies in customer service during 2006 – and I need your help to make that happen:

First – every District employee is required by the Mayor to leave the same standard greeting on his or her outgoing voicemail message. The Mayor has decided that message may not be embellished, and cannot include any religious references, such as “have a blessed day.”

Second – The Mayor’s Customer Service Office utilizes “telephone testers” and live “agency testers” whose job it is to call or visit agencies at random to test your courtesy and knowledge when assisting those seeking information from the District government. Please answer every phone call and address every visitor in a professional and courteous manner. If you cannot provide assistance, please direct the caller or visitor to the appropriate person or agency. Good customer service means going the extra mile to make sure that the District resident who needs assistance is connected with the right person.

Third – please make sure to answer all email inquiries, and correspondence in a timely manner. This generally means responding within 24 hours or the next business day. If you cannot provide the service needed or answer the question that quickly, please keep the customer informed about your efforts.

In the weeks to come you will be hearing more from your managers about how to provide quality customer service in your Unit, Section or Division. You can also find more information on the Mayor’s Customer Service Performance standards on the email listed on your screen: [<http://eom.in.dc.gov/cso>]

As OAG continues to grow in its capacity as the District’s law office, we must remember that we represent the District government. We have an obligation to deal with each client, customer and each other in a timely, professional and courteous manner. If we keep these important principles in mind as we carry out our responsibilities, we will not

simply meet, but exceed the Mayor's – and the public's – expectation for excellent customer service.

Thank you and I look forward to speaking with you soon during the next *Message from the Attorney General*.

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